

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA  
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER	<input type="checkbox"/>	DATE	<b>March 31, 2022</b>
			<b>ND-2021-39-EG</b>
MOTOR CARRIER MATTER	<input type="checkbox"/>	DOCKET NO.	<b>ND-2021-40-EG</b>
			<b>2005-83-A</b>
UTILITIES MATTER	<input checked="" type="checkbox"/>	ORDER NO.	<b>2022-222</b>

**THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.**

**Order Adopting and Approving Public Information Notice Templates**

**SUBJECT:**

[DOCKET NO. 2005-83-A](#) - Public Service Commission of South Carolina - Administrative and Procedural Matters

[ND-2021-39-EG](#) - Allowable Ex Parte Briefing for Dominion Energy South Carolina, Incorporated Regarding the Cost of Gas on Natural Gas Prices and Electricity Prices and Its Impact on Customers;

-and-

[ND-2021-40-G](#) - Allowable Ex Parte Briefing for Piedmont Natural Gas Company, Incorporated Regarding the Cost of Gas on Natural Gas Prices and Electricity Prices and Its Impact on Customers - Staff Presents for Commission Consideration Approval of Public Information Notice Templates.

**COMMISSION ACTION:**

I move that the Commission adopt and approve the Public Information Notice Templates for use by the Public Information Director.

Notice Templates Attached

PRESIDING: J. Williams

SESSION: Regular

TIME: 2:00 p.m.

	MOTION	YES	NO	OTHER
BELSER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Present in Hearing Room
CASTON	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Voting via WebEx
ERVIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Voting via WebEx
POWERS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Present in Hearing Room
THOMAS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Voting via WebEx

C. WILLIAMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
J. WILLIAMS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Present in Hearing Room  
Present in Hearing Room



RECORDED BY: J. Schmieding



## *The Public Service Commission State of South Carolina*

COMMISSIONERS  
Justin T. Williams, Sixth District  
*Chairman*  
Florence P. Belser, Second District  
*Vice Chair*  
Carolyn "Carolee" Williams, First District  
Stephen "Mike" Caston, Third District  
Thomas J. "Tom" Ervin, Fourth District  
Headen B. Thomas, Fifth District  
Delton W. Powers, Jr., Seventh District

Jocelyn Boyd  
Chief Clerk/Executive Director  
Phone: (803) 896-5100  
Fax: (803) 896-5246

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**Date:**

### **MEDIA RELEASE: Public Service Commission Schedules Allowable Ex Parte Briefing for (DATE) (keyword-based description of case)**

During its Business Meeting of (DATE), the Public Service Commission of South Carolina (PSC) scheduled an allowable ex parte briefing related to (SUBJECT). The briefing is scheduled for (DATE and TIME) at the PSC Hearing Room at 101 Executive Center Drive, Suite 100, Columbia, SC 29210. The public may attend in person or register to attend virtually.

An allowable ex parte briefing is a form of communication between the PSC and a person involved in a PSC docket. These briefings are conducted in accordance with SC Code section 58-3-260(c)(6). Allowable ex parte briefings allow the PSC to receive information from persons involved in utility matters that come before or are likely to come before the Commission without violating the ethical standards to which the PSC adheres. Registration is required for all in-person attendees so that the record can be certified as required by law and registration will be available upon your arrival at the Commission's office. Preregistration is required for all those who attend virtually or wish to watch the real-time broadcast. The preregistration link is available here ([link to SurveyMonkey](#)). A recording of the briefing may be viewed online once it concludes and can be found at this link ([LINK TO SCETV](#)).

(MORE CONTEXT ON THE DOCKET) (Include Office of Regulatory Staff and Department of Consumer Affairs recommendations as pertinent and available.) ([Include edited content from companies as appropriate](#))

More information about this briefing can be found at this link ([link to NDI](#)). Footage of the business meeting can be viewed at this link ([link to SCETV video](#)). For more information, please reach out to the PSC at 803.896.5100 or at [contact@psc.sc.gov](mailto:contact@psc.sc.gov).



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**Date:**

### **MEDIA RELEASE: Public Service Commission Schedules Application Hearing or Public Hearing in Docket No. (DOCKET) for (DATE)**

The Public Service Commission of South Carolina (PSC) has scheduled an application or public hearing in Docket No. (DOCKET) for (DATE and TIME) in the PSC Hearing Room at 101 Executive Center Drive, Suite 100, Columbia, SC 29210. This hearing will be livestreamed to the public on the day of the hearing [at this link](#). Please note that application hearings may take place over multiple days.

(CONTEXT ABOUT THE HEARING IF DESIRED—including company's application link and, if applicable and allowable, the requests made by the company in the application) (Recommend that this language be taken directly from the notice and edited if necessary) (Include Office of Regulatory Staff and Department of Consumer Affairs as pertinent and available.) (Include edited content from companies as appropriate)

More information about this hearing can be found at this link (link to DOCKET). Footage of the PSC's discussion at the business meeting, during which the hearing was established, can be viewed at this link (link to SCETV video). For more information, please reach out to the PSC at 803.896.5100 or at [contact@psc.sc.gov](mailto:contact@psc.sc.gov).



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### **Date:**

### **MEDIA RELEASE: Public Service Commission Schedules Customer Hearing in Docket No. (DOCKET) for (DATE)**

The Public Service Commission of South Carolina (PSC) has scheduled a customer public hearing in Docket No. (DOCKET) for (DATE and TIME) at the PSC hearing room at 101 Executive Center Drive, Suite 100, Columbia, SC 29210. Please note that this hearing will be open to the public either in person or virtually. The public who attend and share their testimony with the PSC do not have to attend in person. This hearing will be livestreamed to the public on the day of the hearing [at this link](#).

(CONTEXT ABOUT THE HEARING IF DESIRED—including company's application link and, if applicable and allowable, the requests made by the company in the application) (Include ORS recommendations, if any, and dates, as well as any information available from intervenors) (Include edited content from companies as appropriate)

These hearings will run (TIME and DATE); any customer of (COMPANY) is invited to sign up and speak before the Commission. To do so, they will need to preregister in one of three ways:

- Email [communications@psc.sc.gov](mailto:communications@psc.sc.gov), or
- Provide the requested information [at this link](#), or
- Call 803.896.5133 before (DEADLINE)

When preregistering, potential witnesses must provide their name, email address if available, the telephone number at which they wish the PSC to call them, their physical address, and whether they would prefer to speak virtually or in person. Witnesses will be sworn in and their testimony entered into the record of the case. Please consult the SC Utility Consumer program's YouTube page for more information on how to prepare to speak at a public hearing [at this link](#).

The public who wish to hear the testimony of consumers, but do not wish to testify themselves, can watch live at [www.sctv.org/psc/](http://www.sctv.org/psc/) or can call in to the listening line at (LINE) and enter the access code (CODE) to log in.

More information about the docket in question can be found at this link (link to DOCKET). Footage of the PSC's business meeting, during which the hearing was established, can be viewed at this link (link to

SCETV video). For more information, please reach out to the PSC at 803.896.5100 or at [contact@psc.sc.gov](mailto:contact@psc.sc.gov).

## **Public Information Notice Proposal**

The purpose of the Public Information Notice (PIN) program is to provide regular updates to the public, stakeholders, and media in a Commission-approved and CJC-compliant way. By having defined templates for public information notices related to public hearings, merits hearings, and allowable ex parte briefings, the PSC is able to automate the public information process and streamline our outreach.

Initially developed in November/December of 2021, the PIN program will be analyzed and adapted to suit the Commission's needs and incorporate feedback from the Public Information Working Group (PIWG) who receive the initial round of PINs. Our goal is to produce a replicable and dependable product that can be quickly sent out after the scheduling of a public hearing, merits hearing, or allowable ex parte briefing and to inform the media and the public. Consider this a kind of outreach that opens up the PSC scheduling process to the layperson or the non-industry professional and allows us to establish a better-informed and responsive relationship with our media and ratepayer communities.

As a member of the Public Information Working Group (PIWG), you will be expected to provide feedback on our initial strategy and template documents and meet to discuss our plans and policies. Your input will be incorporated into the Public Information Officer's ongoing work and the agency's outreach goals of growing our reach, improving the public's understanding of the PSC's mission and scope, and fostering consumer skills in our utility ratepayers.

### **Workflow of PINs:**

- PIN-relevant event scheduled at Commission Business Meeting (Thursday at 2 p.m.)
- Draft produced by COB Thursday and as relevant submitted to companies in question for content involving their request
- Draft finalized by PSC
- PIN sent to media contacts and posted on Commission websites by COB Monday 2 weeks before the event
- All PINS must be published in the corresponding docket or in a non-docketed item in DMS and served.  
(Workflow—sent by Public Information Officer to Clerk's Office staff for posting/serving same day as media contacts/posting on Commission website stage)
- Public Information Officer will archive PINs and report to PIWG Chair and the Chief Clerk/Executive Director

### **Initial Timeline:**

- End of December 2021—draft and approve templates for public information notices (public hearings, merits hearings, and allowable ex parte briefings)
- January 10<sup>th</sup>, 2022—review templates and strategy documents with the Public Information Working Group
- Mid-January 2022—present final drafts of templates and organizing/strategy documents to the PSC Advisory Committee for feedback
- February—present the public information notice plan at a Commission Business Meeting
- April—if approved by the Commission, begin issuing PIN

Updated March 23<sup>rd</sup>, 2022